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This CRO Update document is intended to share information and tips to be considered when navigating and using the Provider Account Management (PAM) System. Please feel free to email the First Steps Web at FirstStepsWeb@fssa.in.gov with questions or comments.

Claims Adjudication/Reprocessing
Upon initial deployment of the PAM system, a few adjudication and rate errors were discovered. CSC has identified and resolved these issues. In addition, CSC reprocessed the claims that were potentially affected by these errors. The reprocessing of the errors was completed on March 9th. If the reprocessed claim resulted in a net increase or decrease to the amount which should have been paid on a claim, it will appear in the next payment cycle. Some claims were reprocessed prior to the March 3rd check run.

Service Matrix Addresses, Phone, Fax
Due to the nature of the data conversion, some provider's Service Matrix pages are not showing the appropriate information. CSC has made several systematic changes to address the situation. However, CSC did not receive fax numbers and this field on the Service Matrix page is blank for most providers. In addition, the CSC Provider Enrollment team has begun updating the addresses and phone/fax numbers based upon various provider input. Please review your Service Matrix page to ensure that the correct address and phone/fax number is displayed. If you have not already communicated to CSC and need changes to the information displayed to your Service Matrix page, please send an e-mail from within the Service Matrix or directly to infsenroll@csc.com.

If you are an agency that provides First Steps services, you are encouraged to review the matrix pages of all providers employed by your agency to ensure their accuracy.

Printing From within PAM

The PAM system provides a Print button on various pages to allow the user to print quickly and easily. For example, at the bottom left of the Authorization Detail page the following buttons will appear.

Similarly, at the bottom left of the Claim Detail page the button will appear.

Claim List and Printing

A list of claims included within a particular payment may be viewed and printed from within PAM. It may be accessed by going to Billing Entity > Billing Detail and then selecting the Payments tab. On the Payments tab next to each payment date is a magnifying glass icon. Click on this icon to view the detail of the claims which adjudicated for that payment date.
Tip: You may click on and highlight the entire list and copy/paste it into another document; such as Microsoft Excel or Word. This may help you in managing the claims.

Claim Submission Deadline for Payment Cycle/Check Run

● PAM: A payment cycle/check run begins on Tuesday evenings. Approximately 5:00 p.m. eastern each Tuesday, CSC runs a process which creates the claims that will be included on that week's payments. This process will pick-up claims submitted up to the point it begins.

● 837P EDI File/Batch Billing: Claims submitted to CSC via a HIPAA-compliant 837P file are processed at approximately 7:00 p.m. eastern each evening Sunday through Thursday. Therefore, in order for the claims to be processed prior to the Tuesday 5:00 p.m. check run processing, the 837P file will need submitted before Monday at 7:00 p.m. eastern.

ICD9 Codes

The ICD-9 codes have now been loaded into production and the following codes were confirmed to be added:

V72.11
389.15
389.05
389.06

If you feel there are any enhancements or changes that should be made to the PAM system, you are welcome to email the First Steps web (FirstStepsWeb@fssa.in.gov) with your comments. First Steps will consider changes on a quarterly basis.